

Need a ride?

As a West Virginia Medicaid member, you may be eligible for transportation services to and from your routine medical appointments. ModivCare manages non-emergency medical transportation (NEMT) for West Virginia Medicaid members. Call us today and one our ModivCare professionals will help you schedule a ride.

To make a reservation call:
1-844-549-8353

West Virginia Department of Health
& Human Resources
602 Virginia St. E.
Charleston, WV 25301

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**How to Access
Non-Emergency Medical
Transportation (NEMT)
Services (For Members)**

A resource for West Virginia
Department of Health & Human
Resources



Non-Emergency Medical Transportation (NEMT)

The NEMT program provides transportation for eligible Medicaid members to health care services covered by your plan.

The type of transportation available to you will depend on your location and condition. Types include:

- **Gas mileage reimbursement**
- **Fixed route bus**
- **Private transportation provider**

ModivCare will determine the most appropriate type of transportation depending on your health condition and mobility limitations which will be determined when you call to make a reservation.

Remember:

- Trips must be medically necessary. (Ex: doctor's appointment, counseling, dialysis, etc.).
- Transportation will only be provided to and from the member's address on record with West Virginia Medicaid.
- Drivers are only required to wait 5 minutes past your scheduled pick up time, so please be ready when your transportation arrives.

If you have an emergency, please call 911.

To make a reservation call:
1-844-549-8353

Transportation for all routine appointments requires a five-day (5) business notice.

Transportation requests may be scheduled:
Monday – Friday
7:00 a.m. to 6:00 p.m. ET

You may also schedule your trip online:
<https://member.modivcare.com>

Please have the following information when you call:

- Member's Medicaid ID #, home address and phone number(s).
- Medical provider's name, address and phone number.
- Appointment date and time.

Hearing Impaired (TTY) call:
1-866-288-3133

**LANGUAGE ASSISTANCE AVAILABLE
ON ALL LINES.**

Frequently Asked Questions

Who may call to arrange my transportation? You, your medical provider or a member of your family or guardian.

Who decides the schedule pickup time? ModivCare will determine your pick-up time based on how long it takes to get to your appointment.

When should I be ready for my ride? Be ready for your ride at least 15 minutes prior to the scheduled pick-up time.

If I did not schedule a specific time for my return trip, how do I let ModivCare know I am ready to be picked up from my appointment? If you did not schedule a specific pick-up time after your appointment is finished, you will need to call the Ride Assist Line at **1-844-549-8354** to request your return ride and your provider has up to one hour after your call to pick you up.

What do I do if my ride is more than 15 minutes late? Please call our Ride Assist Line at **1-844-549-8354**.

What if my appointment is cancelled or re-scheduled? Please call the ModivCare Ride Assist Line at **1-844-549-8354** immediately. Please call at least 24 hours before your scheduled pick-up.

Please call Ride Assist for any other questions.